



# The Child Care Bureau's Services Available From NCCIC

The Child Care Bureau's National Child Care Information and Technical Assistance Center (NCCIC) provides comprehensive information services about early and school-age care and education geared toward Child Care and Development Fund (CCDF) Administrators, their partners, and other key policymakers.

## Services include:

*Customized training and technical assistance (TA) for CCDF Administrators and their partners*

*Tailored responses to information requests*

*Resource development and distribution*

*Web site and online and physical library*

*Toll-free hotline*

## Areas of Expertise

NCCIC specializes in offering TA, information, and resources regarding a variety of early and school-age care and education issues, but has particular expertise about the following pertinent issues:

- Enhancing the accessibility and affordability of early and school-age care and education programs, especially those for low-income families;
- Improving the quality of programs through quality rating and improvement, professional development, and data tracking systems;
- Promoting the efficiency and effectiveness of child care assistance programs for low-income families;
- Informing parents about school readiness and options for high-quality programs for their children;
- Enhancing child care licensing systems and upgrading licensing standards; and
- Coordinating CCDF with State, Federal, and local programs, services, and support, including Head Start and Early Head Start, Temporary Assistance for Needy Families, Individuals with Disabilities Education Act, Title I, prekindergarten, Child and Adult Care Food Program, Tribal care, and health, mental health, and other family support services.

## Training and TA Services

NCCIC maintains a network of experienced TA Specialists who serve all 50 States, the District of Columbia, and the U.S. Territories and have close, direct relationships with the 10 Administration for Children and Families (ACF) Regional Offices. TA Specialists provide customized TA regarding all areas of NCCIC expertise in response to specific queries from ACF Regional Offices and CCDF Administrators. They also maintain strong linkages with other TA providers, including the Child Care Bureau's Child Care Technical Assistance Network partners, with whom they collaborate, as appropriate.

TA supports local, State, Regional, and national activities through one or more of the following methods:

- Planning and facilitating conference calls, meetings/conferences, and trainings (on and offsite);
- Facilitating workgroups, committees, peer-to-peer events, and strategic planning;
- Creating TA materials regarding specific topics proactively and upon request; and
- Providing information, research, publications, and recommendations for additional content expertise for conference calls, meetings/conferences, and trainings (on and offsite).

National Child Care Information and Technical Assistance Center

PHONE: 800-616-2242

EMAIL: [info@nccic.org](mailto:info@nccic.org)

WEB: <http://nccic.acf.hhs.gov>

## Information Services

NCCIC Information Specialists have a wealth of knowledge regarding all areas of NCCIC expertise. They respond to information requests from CCDF Administrators and other key stakeholders across the country received via NCCIC's toll-free hotline and Web site. Specialists provide responses through tailored products that are based on the latest research and developments in the field. In addition, information specifically for parents is available online at <http://nccic.acf.hhs.gov/categories/index.cfm?categoryid=6>, and information for providers is available at <http://nccic.acf.hhs.gov/categories/index.cfm?categoryid=7>. Submit questions by calling 800-616-2242 or emailing [info@nccic.org](mailto:info@nccic.org).

## Resource Development and Distribution

NCCIC maintains a comprehensive set of resources that cover the most pressing topics in the field. The following are some of NCCIC's most recent resources and publications, which are all available online:

- The *Quality Rating and Improvement System Resource Guide*—a Web-based tool for States, Territories, and communities to help users plan, implement, or revise quality rating and improvement systems;
- The *Early Childhood Professional Development Systems Toolkit*, which provides a comprehensive compilation of early childhood professional development materials;
- The *Child Care Licensing Study*—an indepth look at State child care licensing regulations across the country; and
- The *Child Care and Development Fund Report of State and Territory Plans*, which provides key information about how States and Territories are spending their CCDF funds.

NCCIC also develops issue briefs that provide indepth information about topics such as child care and Head Start partnerships, summaries of peer-to-peer exchanges, and other material developed at the request of the Child Care Bureau.

NCCIC project staff distribute materials during State, Regional, and national events, such as presentations and exhibits at national conferences, Federal and State workgroups, NCCIC Webinars, and trainings. NCCIC's Web site also includes an extensive set of resources, and additional materials are available upon individual request.

## NCCIC Web site and Library

NCCIC's fully searchable, comprehensive Web site links users to national, State, and local agencies and provides hundreds of free early and school-age care and education resources. Users can search information in a variety of ways, including by topic or keyword, featured resource, and most frequently accessed items. The site also includes the NCCIC Events Calendar, which provides details about the latest conferences, training sessions, and related events taking place throughout the country. Users can submit questions to NCCIC Information Specialists via the Ask NCCIC feature and sign up for email notices, which provide highlights of new Web site features and recently added resources. Visit <http://nccic.acf.hhs.gov>.

Also available is NCCIC's library—the largest collection of materials about early and school-age care and education issues. Users can search thousands of resources and publications containing summaries, availability information, and links to full-text documents. View personalized keyword searches on selected topics, as they pertain to specific States, throughout the country, or worldwide; browse new acquisitions; and search for resources in Spanish. Visit <http://nccic.acf.hhs.gov/library/index.cfm?do=oll.search>.



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